

**Amendments to the Claims**

The following listing of claims will replace all prior versions and/or listings of claims in the application.

**Listing of Claims:**

1. (currently amended): A method of processing a bodily injury insurance claim comprising:
  - providing a database, each entry in the database comprising a message code and a corresponding message text;
  - customizing the message text of at least one of the entries for a particular insurance company during an installation of an insurance claims processing program on a computer system, wherein said customizing the message text comprises modifying the message text of the at least one entry during the installation;
  - sending an insurance claim to the insurance claims processing program, wherein the insurance claims processing program:
    - automatically generates one or more processing steps in response to the insurance claim,
    - automatically displays one or more processing steps to a user;
    - automatically generates a request to display a message to the user based on the displayed processing steps, wherein the request comprises a requested message code;
    - automatically searches the database for a matching entry which matches the requested message code, wherein the database stores a plurality of entries including the matching entry;

automatically retrieves the matching entry from the database in response to said searching the database for the matching entry which matches the requested message code, wherein the matching entry comprises a matching message text;

automatically displaying the matching message text corresponding to the requested message code to the user along with one or more of the displayed processing steps, wherein the message text is configured to assist ~~a~~ the user in processing ~~an~~ the insurance claim using the insurance claims processing program, ~~and wherein the message text is displayed along with one or more of the processing steps; and~~

receives input from the user relating to the insurance claim;

automatically estimating ~~a~~ a bodily injury general damages value of the insurance claim based on input from the user ~~by processing the information received regarding the insurance claim~~, wherein the insurance claim comprises a bodily injury claim; and

displays the estimated value to the user.

2. (original): The method of claim 1, further comprising:  
specifying the message text of each entry in the database during an installation of the insurance claims processing program on a computer system.
3. (original): The method of claim 1, further comprising:  
specifying the message text of each entry in the database during an installation of the database on a computer system.
4. (original): The method of claim 3, further comprising:

updating the message text of each entry in the database by re-installing the database on the computer system without re-installing the insurance claims processing program on the computer system.

5. (cancelled)
6. (original): The method of claim 1,  
wherein the message text of one or more entries in the database is localized for use in a particular geographical location.
7. (original): The method of claim 1,  
wherein the database comprises a relational database.
8. (original): The method of claim 1,  
wherein the database comprises an object-oriented database.
9. (original): The method of claim 1,  
wherein each message code comprises a message section and a message code identifier.
10. (cancelled).
11. (original): The method of claim 1,  
wherein the requested message text comprises information relevant to an estimate of a value of the insurance claim.
12. (original): The method of claim 1,  
wherein the requested message code comprises an injury code which identifies a specific bodily injury, and wherein the requested message text comprises a name of the specific bodily injury.
13. (original): The method of claim 1,

wherein the requested message code comprises a treatment code which identifies a specific injury treatment, and wherein the requested message text comprises a name of the specific injury treatment.

14. (original): The method of claim 1,  
wherein said displaying the matching message text corresponding to the requested message code comprises the insurance claims processing program displaying the matching message text corresponding to the requested message code.
15. (original): The method of claim 1,  
wherein said displaying the matching message text corresponding to the requested message code comprises displaying the matching message text on a display device coupled to a computer system.
16. (original): The method of claim 1,  
wherein each message code comprises a sequence of alphanumeric values, wherein each sequence is unique relative to the other sequences.
17. (currently amended): A system comprising:  
a CPU;  
a memory coupled to the CPU, wherein the memory stores an insurance claims processing program which is executable by the CPU;  
a display device coupled to the CPU;  
a database coupled to the CPU, wherein the database stores a plurality of entries, wherein each entry in the database comprises a message code and a corresponding message text;  
wherein the memory stores program instructions which are executable by the CPU to:  
  
customize the message text of at least one entry in the database during an installation of the insurance claims processing program on a computer system, wherein said

customizing the message text comprises modifying the message text of the at least one entry during the installation;

receive an insurance claim;

automatically generate one or more processing steps in response to the insurance claim;

automatically display one or more processing steps to the user on the display device;

automatically generate a request to display a message to the user based on the displayed processing steps, wherein the request comprises a requested message code;

automatically search the database for a matching entry which matches the requested message code;

automatically retrieve the matching entry from the database, wherein the matching entry comprises a matching message text;

automatically display the matching message text corresponding to the requested message code to the user on the display device along with one or more of the displayed processing steps, wherein the message text is configured to assist a user in processing an the insurance claim using the insurance claims processing program, ~~and wherein the message text is displayed along with one or more of the processing steps~~; and

receive input from the user relating to the insurance claim;

automatically estimate a bodily injury general damages value of the insurance claim based on the input from the user ~~by processing information received regarding the insurance claim~~ using the insurance claim processing program, wherein the insurance claim comprises a bodily injury claim; and  
display the estimated value to the user.

18. (original): The system of claim 17,  
wherein the message text of each entry in the database is configured to be specified during an installation of the insurance claims processing program.
19. (original): The system of claim 17,  
wherein the message text of each entry in the database is configured to be specified during an installation of the database.
20. (original): The system of claim 19,  
wherein the message text of each entry in the database is configured to be updated by re-installing the database on the computer system without re-installing the insurance claims processing program.
21. (previously presented): The system of claim 17,  
wherein the message text of at least one of the entries in the database is customized for use by a particular insurance organization.
22. (original): The system of claim 17,  
wherein the message text of one or more entries in the database is localized for use in a particular geographical location.
23. (original): The system of claim 17,  
wherein the database comprises a relational database.

24. (original): The system of claim 17,  
wherein the database comprises an object-oriented database.
25. (original): The system of claim 17,  
wherein each message code comprises a message section and a message code identifier.
26. (cancelled).
27. (original): The system of claim 17,  
wherein the requested message text comprises information relevant to an estimate of a  
value of the insurance claim.
28. (original): The system of claim 17,  
wherein the requested message code comprises an injury code which identifies a specific  
bodily injury, and wherein the requested message text comprises a name of the  
specific bodily injury.
29. (original): The system of claim 17,  
wherein the requested message code comprises a treatment code which identifies a  
specific injury treatment, and wherein the requested message text comprises a  
name of the specific injury treatment.
30. (original): The system of claim 17,  
wherein each message code comprises a sequence of alphanumeric values, wherein each  
sequence is unique relative to the other sequences.
31. (currently amended): A carrier medium comprising program instructions, wherein the  
program instructions are executable by a computer system to implement a method of:  
  
customizing the message text of at least one of the entry in a database for a  
particular insurance company during an installation of an insurance claims

processing program on a computer system; wherein each entry in the database comprises a message code and a corresponding message text; wherein said customizing the message text comprises modifying the message text of the at least one entry during the installation;

sending an insurance claim to the insurance claim processing program, wherein the insurance claim processing program:

automatically generates one or more processing steps in response to the insurance claim;

automatically displays one or more processing steps to a user;

automatically generates a request to display a message to the user based on the displayed processing steps, wherein the request comprises a requested message code;

automatically searches a database for a matching entry which matches the requested message code, wherein the database stores a plurality of entries including the matching entry, wherein each entry in the database comprises a message code and a corresponding message text;

automatically retrieves the matching entry from the database in response to said searching the database for the matching entry which matches the requested message code, wherein the matching entry comprises a matching message text;

automatically displays the matching message text corresponding to the requested message code to the user along with one or more of the displayed processing steps, wherein the message text is configured to assist a user in processing ~~an~~ the insurance claim using an insurance



~~claims processing program, and wherein the message text is displayed  
along with one or more of the processing steps; and~~

receives input from the user relating to the insurance claim;

automatically estimates a bodily injury general damages value of the  
insurance claim based on input from the user by processing the  
~~information received regarding the insurance claim~~ using the insurance  
claim processing program, wherein the insurance claim comprises a bodily  
injury claim; and

displays the estimated value to the user.

32. (original): The carrier medium of claim 31,  
wherein the message text of each entry in the database is configured to be specified  
during an installation of the insurance claims processing program.
33. (original): The carrier medium of claim 31,  
wherein the message text of each entry in the database is configured to be specified  
during an installation of the database.
34. (original): The carrier medium of claim 33,  
wherein the message text of each entry in the database is configured to be updated by re-  
installing the database on the computer system without re-installing the insurance  
claims processing program.
35. (previously presented): The carrier medium of claim 31,  
wherein the message text of at least one of the entries in the database is customized for  
use by a particular insurance organization.
36. (original): The carrier medium of claim 31,

wherein the message text of one or more entries in the database is localized for use in a particular geographical location.

37. (original): The carrier medium of claim 31,  
wherein the database comprises a relational database.
38. (original): The carrier medium of claim 31,  
wherein the database comprises an object-oriented database.
39. (original): The carrier medium of claim 31,  
wherein each message code comprises a message section and a message code identifier.
40. (cancelled).
41. (original): The carrier medium of claim 31,  
wherein the requested message text comprises information relevant to an estimate of a value of the insurance claim.
42. (original): The carrier medium of claim 31,  
wherein the requested message code comprises an injury code which identifies a specific bodily injury, and wherein the requested message text comprises a name of the specific bodily injury.
43. (original): The carrier medium of claim 31,  
wherein the requested message code comprises a treatment code which identifies a specific injury treatment, and wherein the requested message text comprises a name of the specific injury treatment.
44. (original): The carrier medium of claim 31,

wherein said displaying the matching message text corresponding to the requested message code comprises the insurance claims processing program displaying the matching message text corresponding to the requested message code.

45. (original): The carrier medium of claim 31,  
wherein said displaying the matching message text corresponding to the requested message code comprises displaying the matching message text on a display device coupled to a computer system.
46. (original): The carrier medium of claim 31,  
wherein each message code comprises a sequence of alphanumeric values, wherein each sequence is unique relative to the other sequences.

Claims 47-57. (cancelled).

58. (previously presented): The method of claim 1, wherein the matching message text warns a user of the insurance claims processing program of an out of range input value.
59. (previously presented): The method of claim 13, further comprising estimating a bodily injury general damages value based at least in part on the specific injury treatment.
60. (previously presented): The method of claim 1, further comprising modifying at least one processing step of the insurance claim processing program in response to said displaying of the matching message text.
61. (previously presented): The method of claim 2, wherein said specifying the message text of each entry in the database comprises modifying the message text of at least one of the entries in the database during the installation of the insurance claims processing program on the computer system.

62-63. (cancelled)